



## Job Description

<b>Job Title</b>	Donor Relations Officer
<b>Department</b>	Development
<b>Reports to</b>	Chief Development Officer
<b>FSLA Classification</b>	Exempt
<b>Employee Status</b>	Full-Time
<b>Date Last Revised</b>	4/6/2023

### About us:

As a Christ centered organization, we are dedicated to reaching hearts and changing lives by caring for and empowering individuals experiencing homelessness in Cleveland. All employees at The City Mission (TCM) are ministers of the Gospel and are vital for the fulfillment of our mission: **providing help and hope to all people through the transforming power of God's love.** Therefore, it is essential that all employees of TCM have a personal relationship with Jesus Christ and agree with and abide by our Statement of Faith and Lifestyle Principles.

These core values represent our staff, and we will hire, reward, recognize, review, coach, and correct based on these core values:

- We are called to serve Christ and others
- We believe God transforms lives
- We commit to steward well
- We succeed by working together
- We care for every person knowing all are made in the image of God

### Job Summary:

Through a strong Christian worldview, the primary duty of the Donor Relations Officer manages relationships with major donor prospects determined to have the ability to make gifts at or above the \$5K level. Develops and implements strategies for securing financial support from a portfolio of at least 150 major donor prospects. The Donor Relations Officer identifies, qualifies, cultivates, and either individually or in partnership with the CDO/CEO, solicits major gifts.

### Supervisory Responsibilities:

- This role does not currently supervise other staff; however, this role will supervise volunteers as applicable.
- Coaches, corrects, rewards, recognizes, and reviews volunteers in accordance with TCM's Core Values & policies.

**Essential Job Functions:**

**Cultivates Donor Relationships**

- Develops a caseload of active major donor prospects and sets and carries out strategies for solicitation of these prospects.
- Works independently and is self-motivated in initiating contacts with major donors.
- Articulates the case for support so that individuals “buy in” to the vision/mission/goals and with sufficient effectiveness to secure gifts at assigned donor giving levels.

**Qualifies Donor Prospects**

- Determines whether an individual is capable of making a major/special gift and devises appropriate strategies to bring this individual to solicitation and closure.
- Makes numerous decisions on cultivation time committed vs. expected gift response, determines who needs to be involved in the relationship with the prospective donor, and decides the most effective and productive use of travel time.

**Maintains Accurate Donor Records**

- Utilizes the database tools for reporting, segmenting donor groups, and noting communication.
- Maintains accurate and detailed records of donor correspondence.

**Implements Strategies and Meets Goals**

- Works in a collegial manor with development team in creating and implementing strategies for cultivation, solicitation, and closure.
- Assumes and achieves annual fundraising goals.

**Other Responsibilities**

- Shares about TCM’s mission, programs, and services via community speaking engagements.

**Competencies:**

All Staff	Unique for this Job	Software Skills
Situational Adaptability	Approachability	MS Outlook – Email & Calendar (Basic)
Compassion	Drive for Results	Microsoft Teams (Basic)
Composure	Fundraising	Microsoft Word (Int.)
People Focus	Presentation Skills	Microsoft Excel (Int.)
Communicates Effectively	Priority Setting	Microsoft PowerPoint (Int.)
		General Computer Software (ex. Kronos, Relias, etc.) (Basic)
		Donor CRM System (Basic)

**Education/Experience:**

- Bachelors’ Degree in related field required.
- Proven (3+ years) experience in major individual gift fundraising, preferably in the non-profit arena, and in cultivating and soliciting prospects capable of five and six figure gifts required.

- 3-5 years of fundraising experience with broad knowledge of the principles of fundraising required.
- Experience with and knowledge of charitable giving, personal assets, and estates required.

**Additional Eligibility Qualifications:**

- Considerable schedule flexibility required, including availability on weekends, evenings, Sundays, and some holidays.

**Essential Physical and Mental Functions:**

- Remains in a stationary position for approximately 40% of the time
- Stand or walk for up 60% of the time on various surfaces (tile, concrete, carpet)
- Climb stairs.
- Constantly bend/twist at waist/knees/neck to perform various duties.
- Constant use of both hands, fingers, and arms in reaching/handling/grasping.
- Operates a computer as needed
- Constant use of eyes (correctable vision to normal level required) to observe, read, interact with public and co-workers, view security monitors; includes hand/eye coordination.
- Constant use of hearing (correctable hearing to normal level required) for day-to-day job functions
- Read, understand, and clearly speak English; constantly use speech and hearing (correctable to normal level required) in communicating with public/co-workers, giving and receiving instructions, using phones.
- Work in various environments including adverse outdoor conditions such as cold, rain or heat (events).
- Constant mental alertness and attention to detail required while setting priorities and following up on assignments.
- Must possess effective written and oral communication and interpersonal skills with ability to deal with all levels of personnel and the general public in a professional and effective manner; must be able to use initiative and independent judgment within established guidelines.
- Must be able to handle pressure of interruptions in daily activities.

**Spiritual Requirements:**

- Professes Jesus as Lord and Savior
- Believes the Bible to be the inspired, infallible, & ultimate authoritative Word of God (II Timothy 3:16; II Peter 1:21)
- Patterns life after the example of Jesus and the commands and principles found in the Bible – consistent with TCM’s doctrinal statement, statement of faith, and lifestyle principles
- Desires to serve the Lord

**Disclaimer:**

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.

\_\_\_\_\_  
**Name (Printed)**

\_\_\_\_\_  
**Signature**

\_\_\_\_\_  
**Date**

HR use only	
TCM issued phone/reimbursement	Yes
On-Call	No
Ability to work offsite	Yes, as directed by supervisor



## Core Competencies – Universal

All staff at The City Mission demonstrate/exhibit these five core competencies as outlined below. The definitions and listed bullets will help you understand each competency.

### Situational Adaptability

Situational adaptability means the ability to be flexible and adjust to change at work.

- Adjust to changes and challenges in the workplace and finds solutions.
- Understands and accepts that the priorities of the day/week will change as programs or organizational events, situations, and needs change.
- Respectfully ask questions to better understand the change.
- Quickly learns how to restructure work and tasks to adapt to new information, policies, and procedures.

#### *Competency in action:*

- Paying attention to circumstances and adjusting accordingly.
- Being flexible to meet the needs of the situation.
- Being open to new systems and seeking training to better understand.

### Compassion

Genuinely cares about all individuals.

- Available and ready to help.
- Empathetic to other's situations.
- Demonstrates real empathy with the joys and pains of others.

#### *Competency in action:*

- Actively listening to coworkers, residents, etc. without judging them.
- Noticing when others are having a tough time at work or personally and trying to help or guide them to the right resources.
- Carefully stating our opinions, speaking the truth in love.
- Verbal encouragement and motivating communication.

### Composure

Is calm under pressure, can control emotions.

- Avoids showing defensive or irritated behavior during a crisis or stressful situation.
- Avoids showing frustration when there is resistance.
- Is a settling presence in a crisis or conflict.
- Demonstrates wisdom when under pressure.

#### *Competency in action:*

- Handles high workloads, interruptions, and distractions with calmness.
- Stays calm and maintains focus in chaotic, threatening, or emergency situations. Makes rational decisions and continues to perform effectively.
- Provides direction in crisis situations. Deescalates people or situations, calming others and following safety procedures.

## **People Focus**

Dedicated to meeting the expectations and needs of people (residents, donors, co-workers, volunteers, vendors, community partners, etc.).

- Establishes and maintains effective relationships with individuals and gains their trust and respect.
- Gets first-hand information and uses it for improvements in services.
- Acts with the above individuals in mind.

*Competency in action:*

- Shows interest in, anticipates, and responds timely to peoples' needs.
- Focuses on the peoples' needs, rather than own.
- Is willing to help others, going the extra mile within appropriate boundaries.
- Open to feedback from others.

## **Communicates Effectively**

Delivering communications that convey a clear understanding of the unique needs of different audiences while using different communication platforms (Includes speaking, reading, writing, and listening).

- Is effective in a variety of communication settings: one-on-one, small groups, large groups, or among diverse styles and position levels, as needed in job functions.
- Attentively listens to others.
- Adjusts communication to fit the audience and the message.
- Encourages the open expression of diverse ideas and opinions.
- Reads and responds appropriately to TCM emails, directives, messages or other TCM communications.

*Competency in action:*

- Writes clear, direct, and complete messages/emails/reports to staff.
- Chooses the most effective and meaningful form to express ideas and information.
- Responds to emails or messages from supervisor(s)/leadership/HR answering the applicable questions within the given timeline.
- Listens well.
  - Gives the speaker undivided attention and appears interested in the message (e.g., maintains eye contact, nods).
  - Allows others to speak without unnecessarily interrupting them.
  - Asks clarifying questions.
  - Confirms understanding by summarizing what others have said.

## **Core Competencies – Universal – Software Skills**

All staff at The City Mission will navigate the below software programs at a basic level.

- Microsoft Outlook – Email & Calendar (Basic)
- Microsoft Teams (Basic)
- Microsoft Word (Basic)
- General Computer Software (Mission Tracker, Kronos, Relias, etc.) (Basic)

Other software skills are determined in each role and will have an appropriate level assigned including basic, intermediate, and advanced levels.

If staff are not at the appropriate level, training will be provided.

## **Core Competencies – Unique for this Job**

The **Donor Relations Officer** at The City Mission demonstrates/exhibits these five job-specific competencies below in addition to the core competencies above. The definitions and listed bullets will help you understand each competency.

### **Approachability**

Welcoming, friendly, and easy to talk to.

- Easy to approach and talk to.
- Spends the extra effort to put others at ease.
- Can be warm, pleasant, and gracious.
- Is sensitive to and patient with the interpersonal anxieties of others.
- Builds rapport well.
- Is a good listener.

### **Drive for Results**

Consistently achieving results, even under tough circumstances.

- Can be counted on to exceed goals successfully.
- Is constantly and consistently one of the top performers.
- Very bottom-line oriented.
- Continually pushes self and others for results.

### **Fundraising**

Engaging and cultivating donors to grow and strengthen their relationship with The City Mission.

- Uses effective interpersonal skills for donor cultivation.
- Exhibits commitment to the Mission's fundraising efforts and messaging.
- Has determination and resilience where there are roadblocks or lulls in fundraising efforts.
- Tells compelling stories.
- Builds rapport with donors while making sure the professional line is clear.

### **Presentation Skills**

Delivering effective presentations to educate others on topics of importance.

- Is effective in a variety of formal presentation settings (as applicable to specific role): one-on-one, small, and large groups, with peers, direct reports, and supervisors.
- Is effective at presenting inside and outside the organization (if applicable to role)
- Can present on a variety of topics.
- Commands attention and can manage group processes during the presentation.
- Can change tactics midstream when something isn't working.

### **Priority Setting**

Organizing tasks and managing time based on importance.

- Spends his/her time and the time of others on what's important.
- Quickly zeros in on the critical few and puts the trivial many aside.
- Can quickly sense what will help or hinder accomplishing a goal.
- Eliminates roadblocks.
- Creates focus.
- Makes wise decisions on how to manage work-flow.